

# Green Quick Reference Guide T57



## Basic Call Handling

### Make a Call

- Pick up the handset, enter the number, and then press the Send soft key. For hands-free calling, press the Headset or Speaker key and dial the number and press Send.

### Answering a Call

- Lift the handset or for hands-free operation, press the Headset key or Speaker key, then the Answer soft key.

### Ending Calls

- To end a call replace the handset or press the End Call soft key.

## Advanced Call Handling

### Call Hold

To place a call on hold

- Press the Hold key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the Hold key or Resume soft key.
- If there is more than one call on hold, use the navigation keys to highlight the desired call, and then press the Hold key or Resume soft key.

### Call Transfer

Blind Transfer: transfers a call directly to another party without consulting.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to.
- Press the Transfer key or Transfer soft key to complete the transfer.

Semi-Attended Transfer: transfers a call when the target phone is ringing.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, then press the Send soft key.
- Press the Transfer key or Transfer soft key again when you hear the ring-back tone.

## Advanced Call Handling Cont.

Attended Transfer: transfers a call with prior consultation.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the Send soft key.
- When the second party answers the call, announce the call then press the Press the Transfer key or Transfer soft key to complete the transfer.

### Call Forward

To enable:

- Press the Menu soft key when the phone is idle. Select Features, then Call Forward.
- Select the desired forward type using the navigation keys:  
*Always Forward*: incoming calls are immediately forwarded.  
*Busy Forward*: incoming calls are immediately forwarded if the phone is busy.  
*No Answer Forward*: incoming calls are forwarded if not answered after a period of time.
- Enter the destination number you want to forward to.
- For No Answer Forward, press the left/right navigation keys to select the desired ring time to wait before forwarding from the After Ring Time field.
- Press the Save soft key to accept the change.

To disable:

- Press Menu, then select Features, then Call Forward.
- Select the forward type.
- Tap the Off radio box to disable.

### Conferencing

- Press the Conference soft key during an active call. The call is placed on hold.
- Enter the number of the second party, and then press the Send soft key.
- Press the Conference soft key again when the second party answers. All parties are now joined in the conference.
- Press the End Call soft key to disconnect all parties.
- Note: you can split the conference call into two individual calls by pressing the Split soft key.

### Do Not Disturb

- Press the DND soft key when the phone is idle. You will see the DND icon display in the status bar indicating this feature is enabled.
- To disable, press the DND soft key again.

### Voicemail (available for Professional & Executive users only)

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

- Press the Voice Mail key or the Connect soft key.
- Follow the voice prompts to listen to your voice messages.

## Key Descriptions



### Headset Key

Activates a headset that is connected to the phone for making and receiving calls without lifting the handset.



### Mute Key

Mutes the microphone so that your caller cannot hear you.



### Messages Key

Access voicemail messages.



### Hold Key

Places a call on hold or resumes a held call.



### Redial Key

Redials previously dialed number.



### Transfer Key

Transfers a call to another party.



### Speaker Key

Activates the speaker-phone for making and receiving calls without lifting the handset.



### Volume Control Key

Adjusts the volume for handset, headset, ringer, and speaker.